

## **NON-SUPERVISORY CLASSES**

### **CUSTOMER SERVICE & COMMUNICATION – CSCN**

Friday	October 06	1:00 p.m.- 4:30 p.m.
Wednesday	November 01	1:00 p.m.- 4:30 p.m.
Monday	December 18	8:30 a.m. – noon

### **INTERVIEWING MADE EASY – IMEN**

Wednesday	October 04	8:30 a.m. – noon
Friday	November 17	1:00 p.m.-4:30 p.m.
Friday	December 08	8:30 a.m. – noon

### **SERVICE EXCELLENCE - SE**

Wednesday	October 04	1:30 p.m. – 4:30 p.m.
Thursday	October 19	1:30 p.m. – 4:30 p.m.
Monday	November 27	1:30 p.m. – 4:30 p.m.
Monday	December 11	1:30 p.m. – 4:30 p.m.

### **STRESS MANAGEMENT—STMN**

Friday	October 06	8:30 a.m. – noon
Monday	November 13	8:30 a.m. – noon
Thursday	December 21	8:30 a.m. – noon

### **TIME MANAGEMENT SKILLS – TMSN**

Friday	October 13	8:30 a.m. – noon
Tuesday	November 21	8:30 a.m.-noon
Friday	December 15	1:00 p.m.-4:30 p.m.

### **VALUING CULTURAL DIVERSITY – VCDN**

Wednesday	October 18	8:30 a.m. – noon
Tuesday	November 21	1:00 p.m.- 4:30 p.m.
Friday	December 15	8:30 a.m. – noon

### **VIOLENCE IN THE WORKPLACE – VIWN**

Thursday	October 19	8:30 a.m.- noon
Wednesday	November 01	8:30 a.m.- noon
Monday	December 18	1:00 p.m.- 4:30 p.m.